



NIGHT AUDIT RELIEF

SUMMARY:

Responsible for providing superior guest service in a warm and welcoming manner as it pertains guests of the hotel by performing the following duties.

DUTIES AND RESPONSIBILITIES:

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

- Answers resort internal and external phone calls within three rings and provides information as needed; takes messages for resort guests and assures receipt.
- Responds to guest questions in a courteous and professional manner; provides information including but not limited to directions, shopping, dining, entertainment, resort services, and safety. During calls provide gracious and efficient telephone service.
- Audits all financial transactions from the day's operations.
- Communicate pertinent guest information to designated departments/personnel (i.e., special requests, amenity deliver).
- Complete all items as listed on shift checklists including necessary paperwork; maintain files and records when needed.
- Coordinate and performs timely wake-up calls to guests upon request.
- Anticipate guests' needs, respond promptly and acknowledge all guests, however busy and whatever time of day.
- Assist guest room reservations calls in a professional manner.
- Assist with/and coordinate transportation requests for guests.
- Check-in and check-out hotel guests in a gracious, professional, and friendly manner.
- Clean the work area at the end of the shift, ensuring all items remain in an orderly fashion. Report any office supplies that are low in stock to manager for reorder.
- Deliver guest luggage to room following established procedures and in a timely manner.
- Deliver messages to resort guest and runs errands as requested.
- Deliver world class guest service and build brand loyalty with each guest.
- Document maintenance and engineering needs in the front desk log and submit to Manager at the end of the shift.
- Ensures all necessary reports and forms are completed daily.
- Greets guests and checks them into resort following established procedures not limited to assuring all information is received and entered into computer, obtaining credit card for incidental expenses, issuing room keys.
- Maintain complete knowledge at all times of: 1. Hotel amenities, services and hours of operation. 2. Room types, room numbers, property layout and décor. 3. Room rates, special packages, promotions and restrictions. 4. Daily hotel occupancy and expected arrivals/departures. 5. Room availability status for any given day. 6. Scheduled daily group activities.

- Meet with departing shift to review completed and pending tasks, the day's activities and items for follow up.
- Participate in and lead continuous improvement efforts.
- Performs concierge agent responsibilities as needed to process guests expediently including but not limited to checking guest into resort, responding to guest questions, resolving guest problems/complaints, answering telephone, making guest reservations, and checking guests out of resort.
- Performs nightly security checks of property to ensure safe and secure environment for guests and staff.
- Prioritize daily workload while maintaining appropriate response time.
- Processes the credit card transactions nightly.
- Provide complimentary valet service for all resort guests and secure storage for vehicle keys following established procedures.
- Provide graciousness, thoughtfulness & a sense of personalized service. Resolves guest problems/complaints; utilizes own best judgment in resolving issues or refers to management as needed.
- Provide guest escort to their room, offering a detailed orientation of the property and their room Provides management support to entire resort in the absence of outlet managers.
- Provides nightly report to all employees detailing the activities and business levels from the previous day and forecasting the next day (Bernardus Gazette).
- Reports missing checks, check closure issues and complimentary items to department managers
- Review arrivals and departures report at the beginning of shift, noting guest special requests, location preferences, and the VIP status.
- Support safe work habits and a safe working environment at all times. Maintain knowledge of emergency and safety procedures.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Prior experience in hospitality industry or equivalent preferred.
- Good judgment with the ability to make timely and sound decisions.
- Proven strong background in Guest Relations and/or Guest Services.
- Valid driver's license and clean driving record.
- Commitment to excellence and high standards, with an acute attention to detail.
- Ability to perform assigned duties with attention to detail, speed, accuracy, follow through, courtesy, cooperativeness and work with a minimum of supervision.
- Ability to satisfactorily communicate in English (speak, read, write) with guests, co-workers and management to their understanding. Bilingual skills a plus. Demonstrated verbal and written communication skills, as well as telephone etiquette skills.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- Strong organizational, problem-solving, and analytical skills.
 - Professional appearance and demeanor.

EDUCATION/EXPERIENCE:

- 1-2 years related experience: front desk, night auditor, reservations, and guest service; or equivalent combination of education and experience.

COMPUTER SKILLS

Advanced knowledge of various computer programs. Demonstrated computer proficiency within a Windows environment including Word, Excel, Outlook, and Internet.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met successfully to perform the essential functions of this job. Reasonable accommodations made to enable individuals with disabilities to perform the essential functions.

- Must be able to lift 25 lbs.
- Must be able to sit, stand and walk for long periods of time.

LANGUAGE SKILLS:

- Must speak and communicate in English.
- Must be able to clearly communicate with guests, management and coworkers.

CERTIFICATES & LICENSES:

- Valid California Driver License is required.

WORK ENVIRONMENT:

The work environment at Bernardus Lodge ranges from winter time lows of 20 degrees to summer time highs to 100+ degrees.

GROOMING & WORK ATTIRE

- Business attire is required, such as slacks, blouse/sweater, buttoned shirt, and nice shoes. Suit jacket only suggested on days when assisting with client events.
- Name tag required whenever walking through public spaces at the resort.
- No extreme colors, highlights or hairstyles.
- No facial or tongue piercing.
- No extreme hair accessories.
- Necklace and earrings must be office appropriate.